

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

WILLIAM T. ROWSE et al.

3629
JPL

Group Art Unit 3629

Serial No.: 09/547,661

Examiner: Jonathan P. Ouellette

Filed: April 12, 2000

For: **SYSTEM FOR PROCESSING A CUSTOMER CONCERN**

Attorney Docket No.: FMC 1185 PUS / 81050169

**AMENDMENT UNDER 37 C.F.R. § 1.111
AND PETITION FOR EXTENSION OF TIME
UNDER 37 C.F.R. § 1.136(a)**

Mail Stop Amendment

Commissioner for Patents
U.S. Patent & Trademark Office
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Sir:

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Applicant hereby petitions for a two-month extension of time to respond to the Office Action mailed January 16, 2004, thereby extending the time period within which to respond to June 16, 2004.

In response to the Office Action mailed January 16, 2004, please consider the following remarks in connection with the above-identified application.

06/21/2004 HDEMESS1 00000006 09547661

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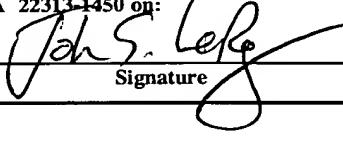
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CERTIFICATE OF MAILING UNDER 37 C.F.R. § 1.8

I hereby certify that this paper, including all enclosures referred to herein, is being deposited with the United States Postal Service as first-class mail, postage pre-paid, in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, U.S. Patent & Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450 on:

June 15, 2004
Date of Deposit

John S. Le Roy
Name of Person Signing


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